



Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO FEDERALLY RECOGNIZED TRIBAL MEMBER OR IHS-ELIGIBLE BENEFICIARY WHO IS IN NC MEDICAID DIRECT AND HAS THE OPTION TO STAY IN NC MEDICAID DIRECT OR CHOOSE A HEALTH PLAN OR THE EBCI TRIBAL OPTION
NC Medicaid 20220216 v1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

February 1, 2022

Dear Patricia A. Jones:

You have choices

The people below now have NC Medicaid Direct. You can change the way you get health care services at any time.

If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health care option / Start date / Phone number	PCP / Address / Phone Number
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct February 1, 2022 1-888-245-0179	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

If you want to **stay** in NC Medicaid Direct, you do not have to do anything.

NC Medicaid Direct is North Carolina's current health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care. NC Medicaid Direct includes care coordination from:

- Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe)
- Six Local Management Entity-Managed Care Organizations (LME-MCOs)
 - LME-MCOs coordinate services for a mental health disorder, substance use disorder, developmental disability or traumatic brain injury.

You have two more choices

If you do not want to be in NC Medicaid Direct, you can choose a health plan or the EBCI Tribal Option at any time.

1. You can choose a health plan at any time. A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same health plan. This includes physical health, behavioral health and medicine. Some health plans provide added services like programs to help you quit smoking.
2. You can choose the EBCI Tribal Option at any time. The **EBCI Tribal Option** is the primary care case management entity (PCCMe) created by the Cherokee Indian Hospital Authority (CIHA). It manages the primary care needs of federally recognized tribal members and others who qualify for services through Indian Health Service (IHS) and live in Cherokee, Haywood, Graham, Jackson or Swain County or in a neighboring county of the 5-county region.

The EBCI Tribal Option includes care coordination by Vaya Health for a mental health disorder, substance use disorder, developmental disability or traumatic brain injury. The EBCI Tribal Option also provides added services.

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If you want to make a change

You can make a change at any time. To learn about your choices and the services offered or to make a change:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.
- Send the enrollment form that came with this letter.

If you change your health plan, the new health plan will start the first day of the next month

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com), 7 a.m. to 5 p.m., Monday through Saturday. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team